

Leadership Link

May 2004

Website: www.ci.lincoln.ne.us/city/person/NMA_L/index.htm

LINK'S CALENDAR OF EVENTS

JUNE: Leadership Link is hosting the annual Spring luncheon on Tuesday, June 8, 11:30 a.m., at the Governor's Mansion in the lower level. Mayor Coleen Seng will speak on *Patience, High Performance Teams, Concise Communication and the Ability to Listen*. This meeting will include the installation of new officers, and presentation of awards for Manager of the Year, Distinguished Recognition, and others. This cost includes tax and gratuity. Please make your reservations by noon on Monday, June 7th to Joan Ross, jross@ci.lincoln.ne.us or call her at 7-438.

JULY: Annual Joint meeting for all chapters set for Monday, July 26th at Lincoln's Embassy Suites, Regents A. The cost is \$11 per plate.



Leadership Link
Chapter #517
P.O. Box 85224
Lincoln NE
68501-5224
www.nma1.org

Volume 8, Issue 11

What are you Hearing?

Employing People Who Experience Disabilities Seminar Offered at SCC

Leadership Link is collaborating with Worknet and Southeast Community College (SECC) to present a half day seminar presented on Wednesday, July 14, 2004. This professional development workshop will be certified to award Continuing Education Units (CEU) to its participants.

Be sure to watch June's Leadership Link newsletter for registration information on this important four-hour workshop on disabilities.

Who is our target audience? First line supervisors, Human Resources staff, Human Service professionals, and people who are deaf or hard of hearing

Do you hear what I see?

Participants will learn about real-life experiences of successful people who experience deafness; learn how to identify and remove barriers to be part of a work team; identify reasonable accommodations in the workplace; become knowledgeable of new technology and effective ways to communicate with people who are deaf or hard of hearing; become knowledgeable of resources available to employers; learn how to enhance their comfort zone around people experiencing disabilities, and learn about updates to the Americans with Disabilities Act (ADA).

Featured speakers include **Maureen Mann**, MS, LMHP, Counselor at Boys Town and author of a book entitled *"Hitting Frustration"* and **Kenny Walker**, former University of Nebraska and Denver Broncos football player and author of the book entitled *"Roar of Silence: The Kenny Walker Story"* and **Margaret Stine**, Attorney and a shareholder at Harding, Shultz and Downs in Lincoln.

Another component will be "Success Stories,"

a panel of employees and supervisors who share their professional experiences of what worked, what didn't, and the positive outcome in the work place. Panelist include Norm Weverka, Field Representative for the Nebraska Commission for the Deaf and Hard of Hearing; City of Lincoln employees Julie Dahlke, Engineering Specialist, and Tim Pratt, Engineering Services Manager; Keith Schwisow, Production Worker, Farmland Industries.

File It, Don't Pile It

Don't surrender to the stacks of paper on your desk. You can control your clutter! Jeff Zbar, Small Office/Home Office consultant, offers five tips to help you regain control of your workspace:

1. Bring order to the piles - create simple categories and sort accordingly. Get more detailed from there.
2. Make sure your filing system is convenient so you're inclined to use it.
3. Keep a brightly colored "hot" file on your desk for items that require immediate attention.
4. File it or trash it! Don't be afraid to use your circular file. 80% percent of papers filed are never looked at again.
5. Set aside an hour each week to clean out your desk and your inbox. This is an ideal end of the week task, allowing you to start fresh Monday morning.

Announcements

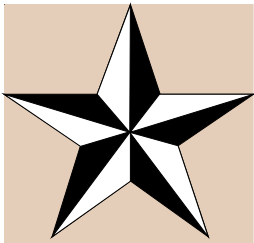
June's Annual Meeting Mayor Colleen J. Seng

Keynote Speaker, Awards &
Installation of Officers
Tuesday, June 8, 2004
11:30 AM - SHARP!

Governor's Mansion
1425 H Street

RSVP NOON DEADLINE:
Monday, June 7, 2004
Cost is \$9.50 per person

NO SHOW POLICY: Any guest who reserves a ticket/seat to attend a Leadership Link luncheon/breakfast meeting, and fails to cancel the reservation by the RSVP deadline and/or fails to attend, will be considered a "No Show." An invoice will be issued for the price of the missed meal. Any member who attends, but failed to reserve a seat may be subject to purchasing their own meal independently, thus no price is guaranteed. This No Show Policy will ensure that Leadership Link isn't overcharged for the number of meals served and consumed by its members.



Officer Spotlight

By Donna Barrett, Community Service Chair

If you could take a famous person to dinner, who would it be and why? It would depend on the mood I was in. Either Steven Spielberg for a real "special effect;" Bill Gates, because I could really use the technical help; or Cher who I think would be delightful to have a conversation with.

In your free time, what hobbies, interests or passions do you pursue? Art, music, cooking, baking and various forms of exercise.

Where is your favorite place to dine out? There's more than one: Vincenzo's, House of Hunan, Village Inn, Tico's, and Arby's (when I need a Mocha).

Why did you join Leadership Link and become an officer? I joined for the opportunity to network with colleagues and broaden my knowledge on city business. Also to gain insight on current city leadership and to glean leadership skills from those that appear to be successful. Overall, just to keep abreast of effective leadership.

If you could build your dream house anywhere in the world, where would it be and why? Twenty years ago I would have said Colorado because I love the snow and mountains but now that I'm older I would consider the Ozarks. I hear the fishing is good there and would want my son (the avid fisherman) to move there too! As long as my dream home has a finished basement, a large eat-in kitchen (with a dishwasher that works), a patio with a gas grill, plenty of light, storage and closet space, and an oversized two-stall garage with a circle driveway, I would be content to stay right here in the Midwest.

What is your horoscope sign and does it fit you? I'm a Cancer and yes it fits me. Cancers are deeply emotional and intuitive and I resemble that. I have been called a "crab" by family members. And just for the record, two of my favorite actors are also crabs: Tom Cruise and Harrison Ford.

Volunteering Again? Get Credit For It!

Help your Leadership Link
Chapter score big!

If you are involved in a community service project or event, such as a fund raiser, walk-a-thon or festival worker, please e-mail this information to Donna Barrett (dbarrett@ci.lincoln.ne.us) with the who, what, when, where, why and hours served, so that our NMA Chapter will receive national credit.

Community Service

By Donna Barrett, Chair

April Volunteer Reports - WTG!!!

Doug Thorpe and Karen Eurich bowled in the Big Brothers/Big Sisters Bowl-A-Thon fundraiser on April 3rd.

Peggy Apthorpe, Jan Ekeler and Tracie Foreman from Aging Services Lifetime Health program stayed busy completing Sahara Bone Density Screenings at the Saline County Health Fair, Seward Health Fair, and St. E's Health Fair at the Embassy Suites. Blood pressure screenings were done at the F Street Rec Center as well. Five health education programs were given at senior centers and for special interest groups.

May Volunteer Reports - WTG!!!

The *Join Hands Day* Event on May 1st was very successful. Thanks to all who supported this project. Aging Services received a nice Certificate of Appreciation from the *Join Hands Day* event organizers with a personal note from Martha Hakenkamp of Volunteer Partners saying that "Aging Services' barrel was the winner for being the fullest!!!"

Lily Hans, Director of the RSVP program at Aging Services reported there were 4000 items valued at over \$7000 collected for this event as well as \$500 in cash donations. Fifty collection barrels were distributed to 25 businesses, 14-nonprofits, six churches, three schools/universities and two apartment complexes. Fifty community volunteers gave over 200 hours to make the *Join Hands Day* event successful. The six agencies that will benefit from your efforts are: The Bridge, Cedars Youth Services, Fresh Start Home, Friendship Home, Lincoln Action Program, and the Matt Talbott Kitchen & Outreach. Because of this year's success there will be a *Join Hands Day* project for next year. So be prepared. Again thanks for all the support.

Karla Welding walked for Cystic Fibrosis on May 15th in Ames, Iowa. Several Leadership Link members contributed to Karla's team.

Several of our members also participated in the Heart Walk at Haymarket Park on May 15th as well. Wellness Committee members Sharon Porter and Judy Pfeifer were team leaders for the Heart Walk.

Management Tip for Big Fishes

Don't get caught up in 'looking good'. "Work happily together. Don't try to act big. Don't try to get into the good graces of important people, but enjoy the company of ordinary folks. And don't think you know it all. Never pay back evil for evil. Do things in such a way that everyone can see you are honest clear through.

LEADERSHIP LINK EXECUTIVE BOARD

Meetings held the third
Thursday of the month

President

E.J. Schumaker, 441-8036

Past President

Colleen Floth, 441-8690

Secretary

Mary Lowe, 441-7540

Treasurer

Karen Eurich, 441-7886

Awards Committee

Pat Kant, 441-7880

Community Services

Donna Barrett, 441-6157

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Program Committee

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Professional Development

Terri Storer, 441-7269

Public Relations

Diane Mullins, 441-7717

Web Site Committee

Doug Thorpe, 441-7531

Nebraskaland Council

Terri Storer, 441-7269

National Director

Jan Lehmkuhl, 479-5714

Associate Director

EJ Schumaker, 441-8036

Style, Puts You Ahead of the Power Curve

How do I manage? What do I manage? Who do I manage?

These are standard questions that most management consultants have been asked more than once. Here's a basic look at management, a primer, Management 101. Think of it as a refresher course if your a veteran in the profession.

Art and Science - Management is both art and science. It is the art of making people more effective than they would have been without you. The science is in how you do that. There are four basic pillars: plan, organize, direct, and monitor.

Make Them More Effective - Four workers can make 6 units in an eight-hour shift without a manager. If I hire you to manage them and they still make 6 units a day, what is the benefit to my business of having hired you? On the other hand, if they now make 8 units per day, you, the manager, have value. The same analogy applies to service, or retail, or teaching, or any other kind of work.

Plan - Management starts with planning. Good management starts with good planning. Without a plan you will never succeed. If you happen to make it to the goal, it will have been by luck or chance and is not repeatable. One of the most often overlooked management planning tools is

the most effective. Ask the people doing the work for their input.

Organize - Now that you have a plan, you have to make it happen. Is everything ready ahead of your group so the right stuff will get to your group at the right time? Is your group prepared to do its part of the plan? Is the downstream organization ready for what your group will deliver and when it will arrive? Are the workers trained?

Direct - Now flip the "ON" switch. Tell people what they need to do. I like to think of this part like conducting an orchestra. Everyone in the orchestra has the music in front of them. They know which section is playing which piece and when. They know when to come in, what to play, and when to stop again. The conductor cues each section to make the music happen. That's your job here.

Monitor - Now that you have everything moving, make sure everything is going according to the plan. When it isn't going according to plan, you need to step in and adjust the plan, just as the orchestra conductor will adjust the tempo. Problems will come up. When something is out of sync, you need to Plan a fix, Organize the resources to make it work, Direct the people who will make it happen, and continue to Monitor the effect of the change.

Can You Tell When Someone in Your Office is Planning to Play Hooky From Work Tomorrow?

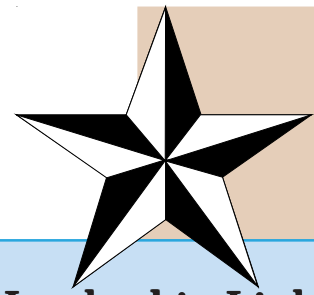
Today, he or she will cough loudly, frequently complain of a sore throat or other symptoms relating to a common illness. That sets the stage for calling in sick tomorrow and being believed. Men and women are equally guilty. While 20 percent of men admitted to this workplace deception, 22 percent of women confessed to doing it.

Only 36 percent of unscheduled absences last year were actually related to real illnesses, according to a survey conducted by CCH Inc., a provider of human resources information in Illinois. The other 64 percent of the time? Employees took what the survey called "entitlement mentality" days off for family issues, personal needs, and even stress.

"Because I work hard, that entitles me to an occasional day off," goes the mental health justification tag line.

Bosses, beware! This kind of absenteeism costs companies a whopping \$645 per employee every year, reports the San Antonio Express-News. CCH estimates that employees took on average 5.6 sick days in 2003, which is actually less than the 6.2 days they took in 2002. Why the decline? The shaky economy and potential layoffs have made employees think twice about being someone who is branded as taking a lot of time off.

If you're going to take an entitlement mentality day, just be smart about it. Don't try to extend the weekend. Take your "sick" day on a Tuesday, Wednesday, or Thursday.



Leadership Link's Headline News

By Diane Mullins, PR chair

- Congratulations to EJ Schumaker for accepting the invitation to serve a one-year term as Associate Director for NMA. She will assist Jan Lehmkuhl in working on regional projects.
- Welcome new members: Paula Bennett, Aging Services Senior Center manager, and Johanna Machmer, Youth Services Center Training Coordinator.
- Thanks to hard working board members and committee members, your Leadership Link Chapter has exceeded performance expectation according to NMA's quality chapter criteria this past year. The chapter becomes eligible for an "Outstanding" award recognition.
- A big round of applause to Link's membership for return ballots electing officers for the next fiscal year. Returns equaled nearly 50% of current membership numbers.
- MEMBERSHIP DRIVE - Any new members making application during the month of June will save \$25 as NMA promotes new member campaign.

N. M. A. CODE OF ETHICS

- *I will recognize that all individuals inherently desire to practice their occupations to the best of their ability*
- *I will assume that all individuals want to do their best.*
- *I will maintain a broad and balanced outlook and will recognize value in the ideas and opinions of others.*
- *I will be guided in all my activities by truth, accuracy, fair dealing and good taste.*
- *I will keep informed on the latest developments in techniques, equipment, and processes.*
- *I will recommend or initiate methods to increase productivity and efficiency.*
- *I will support efforts to strengthen the management professional through training and education.*
- *I will help my associates reach personal and professional fulfillment.*
- *I will earn and carefully guard my reputation for good moral character and good citizenship.*
- *I will promote the principles of our American Enterprise System to others, by highlighting its accomplishments and displaying confidence in its future.*

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Leadership Link News

Membership Sale

By Lori Cook,
Member Relations Chair

NMA is offering, for a short period of time, is having membership sale!

You ask what does this mean to you?

This means your chapter has decided to eliminate the \$25.00 initiation fee on new memberships during the month of June. It's the perfect time to sign up! So, talk to your coworkers and see if they are interested in joining Leadership Link.

We are also participating in the "Each One Reach One" membership program, which means your name and the new member's name, will go into a drawing for prizes at the National Level, once your recruited member's application is approved. You and the new member will each receive a free meal coupon to use at an upcoming meeting. Now's the time to start talking to your coworkers about joining Leadership Link. If you need an application form, contact me via phone, 441-8040, or email: lcCook@ci.lincoln.ne.us

Thank You

Selection Committee for your
vote in Leadership Link's
Manager of the Year!
Trish Owen - County Clerk
Don Herz - Finance
Steve Owen - PW & Utilities
Pat Kant - Personnel
Watch the June Issue for
coverage of awards!

Life's Lighter Side

My ten-year-old son was having a rough morning preparing for school. A gremlin ate his shoes and socks, his lunch box grew legs and disappeared in the middle of the night. Even with the alarm clock screaming, he was late rolling out of his bunk bed that sits flush to the wall. By the time we buckled our seat belts and backed out of the driveway, he was very annoyed with everything and everybody.

"Looks like you got out on the wrong side of the bed this morning," I said as we drove down the street.

"What do you mean, Mom, there's only one side I can get out on?" He looked sincerely puzzled.

Although I secretly chuckled at his literal translation of my comment as he is still learning what "expressions of speech" means, it reminded me of our daily communication processes and how important it is to say "exactly" what we mean. Our coworkers may not always "see" our frame of mind, understand our strange sense of humor, or have the same background to understand the message's intent. As managers, there is no room (even jokingly said by the coffee pot) for sarcasm, mocking behaviors, negative quips or expressions of speech. Coworkers and employees will only understand the face value of what comes out of their manager's mouth - what is seen and heard.

Next time, I will ask my son, "Why are you so grumpy this morning?" I might learn of a problem while he learns to identify his behaviors.

MANAGEMENT TIPS

Tell people what you want, not how to do it. You will find people more responsive and less defensive if you can give them guidance not instructions. You will also see more initiative, more innovation, and more of an ownership attitude from them develop over time.

Don't DO Anything. Your job as a manager is to "plan, organize, control and direct." Don't let yourself waste valuable time by falling back on what you did before you became a manager. We know you enjoy it and you are good at it. That's why you were promoted. Now you need to concentrate your efforts on managing, not on "doing".

Know Your GPM. In engineering, gpm is gallons per minute, a design criterion. In Management GPM is an acronym for Goals, Plans, and Metrics. To achieve your goals, you must first determine what your Goals are. Then you have to develop a Plan that gets you to your goal. Finally you need Metrics (measurements) to know if you are moving toward your goal according to your plan.

N. M. A. STATEMENT OF PRINCIPLES

NMA is dedicated to managerial excellence, personal and professional growth, and leadership development. The following principles identify NMA's core beliefs and provide the basis for the Association's Mission Statement.

- *We believe in the highest standards of personal and organizational integrity and respect for the individual.*
- *We believe in lifelong learning, continuous improvement, and the development of a workforce capable of sustaining a competitive posture in the global economy.*
- *We believe management is a creative, dynamic, and essential process enabling people to achieve personal and organizational objectives.*
- *We believe that managerial responsibility is shared among all individuals at all levels of the organization and that leadership is critical to management success.*
- *We believe that individuals and organizations have a community and civic responsibility.*

